

# Maegen (Dani) Moher

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## WORK EXPERIENCE

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### Seasoned

Remote

#### Product Operations

2024 - 2024

- Conducted weekly interviews with new end users and subscribers to identify opportunities to improve market fit.
- Partnered with Customer Success and Sales teams to enhance the Enterprise customer experience and strengthen the product feedback loop.
- Oversaw the beta phase implementation of 2 new product features and subsequent quality assurance checks.
- Utilized user data analysis to assist strategic decisions, contributing to a streamlined development process.
- Developed internal tools to streamline account building processes, reducing account optimization times by 50% and increasing overall team efficiency.

#### Mid-Market Customer Success Manager

2021 - 2024

- Mediated communication between the engineering team and the non-technical user base, facilitating clear communication of technical information in layman's terms, or conveying client feedback using technical terminology.
- Led weekly strategy meetings across inside sales and product leadership to identify trends and pain points, improve processes, and develop new strategies for enhancing user experience.
- Acted as the direct consultant for a book of 40 restaurant brands, meeting with both Mid-Market and Enterprise customers to foster discussions surrounding product performance, opportunities for improvement, feature requests, and overall client health.
- Boosted satisfaction scores to an average of 91% by operating as the primary escalation point for all client concerns and product feedback.
- Reviewed and moderated 200+ client-generated listings each day, ensuring that all postings complied with state and national law, company ToS, and best practices, intervening where necessary.

### UltiMutts

Texas, US

#### Team Lead, Customer Experience Strategy & Insights

2020 - 2021

- Conducted frequent feedback analysis to identify trends and opportunities for the development of best practices.
- Increased the value provided in client interactions, yielding a 36% increase in monthly revenue by integrating 20+ process policies, marketing tactics, and procedures to reform operational business practices.
- Improved Net Promoter Score by 14% by proactively identifying at-risk clients and prioritizing empathetic conflict resolution.
- Facilitated email communication to over 1,500 clients and 15 staff members to maintain a mutual understanding of products, services, and policy updates.

### Dogtopia

Texas, US

#### Manager, Customer Experience Operations

2019 - 2020

- Led strategy planning sessions focused on trends, customer feedback, and business growth.
- Managed a cross-functional team committed to the implementation and enforcement of new policies, best practices, product lines, and business systems.
- Directed the hiring, training, and career development of 30+ employees, in alignment with anticipated growth.
- Moderated all social media and communication networks for potential issues, spam, or client requests.

## EDUCATION

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### Collin College

McKinney, TX

Some College: General Studies

## SKILLS

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**Professional:** Content Moderation | Relationship Management | Strategy & Development | Process Improvement | Team Leadership & Training | Conflict Resolution | Front-End Development

**Technical:** HTML | CSS | JavaScript | MongoDB | Express | Node | Salesforce | Jira | Sisense | Zendesk | Microsoft Office | Stripe | Gong